

<p style="text-align: center;"><b>KENTUCKY CORRECTIONS</b> Policies and Procedures</p>	<p>Policy Number</p> <p style="text-align: center;">27-11-01</p> <p>Date Filed</p> <p style="text-align: center;">December 14, 2005</p>	<p>Total Pages</p> <p style="text-align: center;">2</p> <p>Effective Date</p> <p style="text-align: center;">March 31, 2006</p>
<p>Authority/References</p> <p>KRS 196.030, 196.035, 439.600, 439.630</p> <p>P &amp; P ACA Standard 3-3030</p>	<p>Subject</p> <p style="text-align: center;"><b>CITIZEN COMPLAINTS</b></p>	

## I. DEFINITIONS

As used in this document, the following definition applies:

“Citizen” means any person not employed by the Department of Corrections.

## II. POLICY AND PROCEDURE

A. A citizen complaint against an offender under the supervision of the Division of Probation and Parole shall be handled as follows:

1. Any person receiving a complaint shall forward the complaint to the officer assigned to supervise the involved offender. If that officer is not available, the complaint shall be forwarded to the duty officer or District Supervisor.
2. The officer shall investigate and handle the complaint as outlined in CPP 27-15-01.

B. A citizen complaint against an officer or other staff member of the Division of Probation and Parole shall be handled as follows:

1. The complaint shall be forwarded to supervisory staff in the district where the officer or staff member is assigned. If supervisory staff in the district are not available, the complaint shall be forwarded to the next available supervisory level of staff as outlined by CPP 27-02-03.
2. The specific allegations shall be investigated by the supervisory staff within five working days.
3. The supervisory staff shall resolve complaints by:
  - a. Dismissal of the allegations as false or unfounded.
  - b. Disciplinary action against the staff member.
  - c. Referral to higher administrative levels.

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- d. Referral to outside law enforcement agencies.
- 4. The supervisory staff shall contact the complainant and advise him of the action taken.
- C. A citizen complaint against the Division of Probation and Parole or one of its programs shall be handled as follows:
  - 1. Any person receiving a complaint shall forward the complaint immediately to the Administrator of Field Services or his designee.
  - 2. The Administrator of Field Services shall investigate the specific allegations in a timely manner.
  - 3. The Administrator of Field Services shall resolve the complaint using any means he deems appropriate.
  - 4. The Administrator of Field Services shall contact the complainant and advise him of the action taken.
- D. Contact with any complainant shall strictly adhere to the Department of Corrections policies on confidentiality, security of information, and open records requests.